

ACTIONS AND OUTCOMES SUPPLEMENT:  
COMPREHENSIVE NEEDS STUDY

SUPPLEMENT

Survey # \_\_\_\_\_ Supplement # \_\_\_\_\_ Question # \_\_\_\_\_  
Interviewer \_\_\_\_\_

Now I'd like to ask about the situation you mentioned earlier, when you said that (you/HOUSEHOLD MEMBER(S)) experienced (SITUATION).

S1. How important was that problem to (you; HOUSEHOLD MEMBER(S))?

Extremely important	1	(CONTINUE TO S2)
Very Important	2	(CONTINUE TO S2)
Important	3	(CONTINUE TO S2)
Annoying, but not all that important	4	(CONTINUE TO S2)
No big deal	5	(GO TO NEXT SUPPLEMENT. IF NONE, RETURN TO MAIN QUESTIONNAIRE)

There are lots of things people may do to deal with a situation either on their own or with help.

S2. One possibility is to call a legal hotline operated by Montana Legal Services that is available to low income households in Montana. MLS maintains a toll-free number you can call to get brief legal advice and service, and a referral to an attorney when that is needed. Did (you/HOUSEHOLD MEMBER(S)) call or try to call the hotline?

Yes	No
1 (CONTINUE)	2 (SKIP TO Q. S6)

S3. What happened when you (HOUSEHOLD MEMBER(S)) called the hotline?

(CHOOSE HIGHEST NUMBER THAT IS APPLICABLE)

The line was always busy when I (HOUSEHOLD MEMBER(S)) could call, so I (HOUSEHOLD MEMBER(S)) finally gave up	1	(SKIP TO S6)
Given brief advice	2	(CONTINUE TO S4)
Given brief service by the staff	3	(CONTINUE TO S4)
Referred to a legal aid or legal services program	4	(CONTINUE TO S4)
Referred to a private lawyer or law firm	5	(CONTINUE TO S4)

S4. How easy was it for you (HOUSEHOLD MEMBER(S)) to use the hotline?

Easy and Convenient	Somewhat difficult	Very difficult
1	2	3
(SKIP TO S.6)	(CONTINUE)	(CONTINUE)

S5. What made it difficult for you to use the hotline? (MARK ALL THAT APPLY)

Hard to get to a private telephone when the hotline is open	1
The number is busy a lot of the time	2
The lawyer or legal advocate was often not available or didn't call back	3
I (HOUSEHOLD MEMBER(S)) couldn't understand the written material that was sent	4
Services were not available in my (HOUSEHOLD MEMBER(S))' language	5
I (HOUSEHOLD MEMBER(S)) needed more help than the hotline offers	6
I (HOUSEHOLD MEMBER(S)) have a disability that makes it hard to use a telephone	7
Other (SPECIFY)	8

- S6. Aside from the hotline, at any time did (you/(HOUSEHOLD MEMBER)) turn to a legal aid or legal services program or to a private lawyer or law firm for help in connection with this situation?

(IF MORE THAN ONE, RECORD THE ONE MOST INVOLVED IN THE SITUATION.)

Yes, legal aid or legal services program	1	(SKIP TO Q. S13)
Yes, a private lawyer or law firm	2	(CONTINUE TO Q. S7)
No	3	(SKIP TO Q. S11)
Don't know/Can't recall	8	(SKIP TO Q. S18)

- S7. (Were you/Was (HOUSEHOLD MEMBER)) ever charged anything by this (lawyer/LEGAL ADVOCATE)) in connection with this situation?

Yes	1	(CONTINUE TO Q. S8)
Case not over, but <u>expect</u> to be charged	2	(CONTINUE TO Q. S8)
Case not over, but <u>don't expect</u> to be charged	3	(SKIP TO Q. S10)
No (including no fee because case lost)	4	(SKIP TO Q. S10)
Don't know/Can't recall	8	(SKIP TO Q. S13)

- S8. As far as you know, (did/will) (you/he/she) pay the usual fee for the service or a reduced fee?

Usual Fee	1
Reduced fee	2
Don't know	8

S9. (Did/Will) (you/(HOUSEHOLD MEMBER)) have help with the bill from a prepaid legal plan or legal insurance plan?

Yes 1

No 2

Don't know/Can't recall 8

(ALL SKIP TO Q. S13)

S10. Why (was/is) that?

Free initial consultation	01
Went to legal clinic	02
Lawyer (or legal advocate) was donating his or her time (pro bono)	03
Contingency fee and lost case	04
Lawyer (or legal advocate) agreed not to charge for some other reason (SPECIFY:)	05
Paid by legal insurance or prepaid plan	06
Other party ordered to pay legal fees	07
Other (SPECIFY:)	08
Don't know/Can't recall	88

(ALL SKIP TO Q. S13)

- S11. At any time did (you/(HOUSEHOLD MEMBER)) consider turning to a lawyer or legal advocate such as a paralegal, for advice or help in connection with the situation?

Yes	1	(CONTINUE TO Q. S12)
No	2	(CONTINUE TO Q. S12)
Don't know/Can't recall	8	(SKIP TO Q. S18)

- S12. What were the main reasons (you/he/she) didn't (think about/end up) getting this kind of help? (IF DON'T KNOW, PROBE: Well, what do you think were the reasons?)

Not a legal problem (just the way things are)	01
Thought nothing could be done	02
Turned to someone else to handle (COMPLETE Q.s S15-17)	03
Was advised that matter wasn't worth pursuing	04
Help not needed (yet) (wait and see)	05
Didn't know who could help	06
Didn't want (public) dispute	07
Getting a lawyer is too much hassle if you don't have money	08
Worried about cost	09
Afraid/intimidated (feared retaliation)	10
Issue wasn't that important	11
Needed language interpreter	12
Other (SPECIFY, RECORD VERBATIM:)	77
Don't know/Can't recall	88

(ALL SKIP TO Q. S18)

S.13 Did the (legal aid program/lawyer or law firm) agree to take the case or otherwise provide legal help?

Yes	1	(CONTINUE TO Q. S14)
No	2	(CONTINUE TO Q. S18)
Don't know/Can't recall	8	(SKIP TO Q. S18)

S14. What did this (legal aid program/lawyer or law firm) do about the situation? (RECORD LOWEST CODE THAT APPLIES)

Represented in/prepared for a <u>hearing</u> or <u>lawsuit</u>	1
Intervened/represented in a <u>non-court</u> dispute e.g., wrote a letter to other party, negotiated)	2
Reviewed, prepared, filed <u>legal</u> document(s)	3
Worked for <u>change in laws</u> , rules, regulations, etc.	4
Provided <u>legal advice</u>	5
Other (SPECIFY:)	6

(ALL SKIP TO Q. S18)

S15. What other person did you (HOUSEHOLD MEMBER(S)) turn to for help?

Community organization	Law library	Public Library	Court staff	Family law facilitator	Church leader	Union	Other (SPECIFY)
1	2	3	4	5	6	7	8

S16 What happened as a result of talking to this other resource?

Received information	1
Received forms	2
Received additional referrals	3
Used public access terminal	4
Was not able to obtain any help	5

S17. Were you (HOUSEHOLD MEMBER(S)) able to resolve the matter to your (THEIR) satisfaction, using this help?

- |                            |   |
|----------------------------|---|
| Yes                        | 1 |
| Matter still pending       | 2 |
| No, not really             | 3 |
| Don't know, can't remember | 8 |

(RETURN TO Q. S12)

S18. (ASK OR CONFIRM:) Did this situation ever end up in the courts, in a hearing before a government agency or body or in mediation or arbitration?

Yes, the courts	1	(CONTINUE TO Q. S19)
Yes, administrative hearing	2	(CONTINUE TO Q. S19)
Yes, mediation or arbitration	3	(CONTINUE TO Q. S19)
No	4	(SKIP TO Q. S21)
Don't know/Can't recall	8	(SKIP TO Q. S21)

S19. (ASK OR CONFIRM:) And (were you/was (HOUSEHOLD MEMBER)) represented at the (court/government agency hearing/mediation/arbitration) by a lawyer or other legal advocate?

Yes	1	(CONTINUE)
No	2	(SKIP TO Q. S21)
Don't know/Can't recall	8	(SKIP TO Q. S21)

S20. (CONFIRM THAT THIS LEGAL ADVOCATE IS NOTED IN Q. S6. IF NOT, COMPLETE QQ. S6-S10 and S13-S14 FOR THIS LEGAL ADVOCATE)

S21. How did (your/(HOUSEHOLD MEMBER'S)) experience in this situation leave you feeling about the legal system or profession (and the process of administering justice)? Would you say:

Very positive 1

Somewhat positive 2

(DO NOT READ, BUT IF THEY SAY "MIXED", CIRCLE 3) 3

somewhat negative, or 4

very negative? 5

(DO NOT READ, BUT IF THEY SAY "DON'T KNOW/CAN'T RECALL" MARK 8) 8

S22. Would you say that (you are/(HOUSEHOLD MEMBER) is) satisfied or dissatisfied with how things have worked out with regard to this matter (so far)? (PROBE: Well would you say (you are/he is/she is) a little more satisfied or a little more dissatisfied?)

Satisfied	1	(CONTINUE TO S23)
Dissatisfied	2	(CONTINUE TO S23)
Can't say—outcome pending	3	(SKIP TO END OF SUPPLEMENT)
Don't know/can't recall	8	(SKIP TO END OF SUPPLEMENT)

S23. How significantly did the outcome of this matter affect you (YOUR HOUSEHOLD)?

Very significant effect	1
Significant effect	2
Not much effect	3
No effect	4
Don't know, don't remember	8

END OF SUPPLEMENT (GO TO NEXT SUPPLEMENT. IF NONE, RETURN TO MAIN QUESTIONNAIRE)